

CARB.O.LITE WARRANTY

Manufacturers Limited 2 year Warranty

Definition

CARB.O.LITE Pty Ltd offer a **2 year parts and limited labour warranty** on all supplied finished awnings/materials from CARBOLITE Pty Ltd. Extended warranties do occur on the following items (polycarbonate twin wall sheeting only. See SABIC warranty conditions below under term Sheeting).

Parts and Labour as defined as parts (being materials supplied) and labour being (our factory to rectify within the factory only the fault/damage from a fabricated awning). It is important to understand what is covered and that parts and labour are deemed separate. Labour does not include contract labour to rectify faults.

Sheeting

The manufacturer, Sabic offer a 10/5-year-limited warranty based on the following conditions with regards to the supplied **polycarbonate sheet only**.

Lexan is a registered trademark of Sabic International.

The limited warranty is only given to the original purchaser of SABIC Innovative Plastic sheet and does not extend to any subsequent purchaser or transferee. Any warranty claim hereunder must be made immediately within the warranty period by specifying the claim in writing and submitting to SABIC Innovative Plastics the original sales receipt which must contain the name and address of the purchaser, the date of purchase. SABIC must be allowed to inspect any product on site or be returned to SABIC Innovative

HAIL DAMAGE

Loss of impact strength through weathering leading to hail breakage will be determined by subjecting an undamaged sample of the sheet to a standard hail simulation test developed by KRI-TNO Delft., The Netherlands. Acceptance of a claim under the limited warranty requires this test (10 shots with artificial hailstones of 20mm diameter aimed at different points of the sheet surface with a speed of 21 m/s) causes at least 5 holes in the weathered surface. **Covered for a period of 5 years from date of purchase.**

YELLOWING:

Yellowing will be determined by subjecting a clean sheet sample of the Yellowness Index Test ASTM D1925 (1977). Any claims for sheets displaying a change in Yellowness Index of 2 delta units or less for a standard clear (112) and 5 delta units or less for opaque compared with the original value will not be accepted. **Covered for a period of 10 years under schedule below.**

LOSS OF LIGHT

Loss of light transmission will be determined by subjecting a cleaned sheet sample of the Light transmission Test ASTM D1003 (1977) Any claims for sheets displaying a loss of light transmission of 2% or less, compared to the original value, will not be accepted. **Covered for a period of 10 years under schedule below.**

Time from Original Purchase Date	Material Replacement
Up to 5 years	100%
In 6th year	75%
In 7 th year	60%
In 8 th year	45%
In 9 th year	30%
In 10 th year	15%

If replacement material cannot be provided within a reasonable period of time, SABIC Innovative plastics may opt to refund the original purchase price paid to SABIC Innovative Plastics, or a portion thereof, in accordance with the above schedule.

This limited written warranty shall be SABIC Innovative Plastics sole liability and customers exclusive remedy for the products and all other claims for damages are excluded. The limited written warranty is in lieu of all other warranties (except of title) written in oral, statutory, express or implied including any warranty of merchantability of fitness of purpose. This limited warranty shall be governed by the laws of The Netherlands.

This limited written warranty is restricted to material sold by SABIC Innovative Plastics and superceded all previously issued warranties for the products mentioned above.

Storm Damage

All CARBOLITE awnings are tested to withstand winds to AS 1171 of 45m per second if product was installed to our specifications. Any damage occurred to awnings above and beyond this, as proved within the department of meteorology can be rectified through home and contents insurance under storm and tempest damage. All products must have been installed to manufacturer's specifications of materials supplied by CARBOLITE Pty Ltd to be eligible for warranty claims. Any awning found installed with other supplier's materials unless agreed by CARBOLITE Pty Ltd will warrant any claim null and void. **Covered for a period of 2 years.**

Self Install/DIY

Any awning supplied to a customer and self installed will be covered by the manufacturers warranty on the provision the awning has been installed strictly to the manufacturer's instructions. Copies of engineering specifications/installation guides are supplied with DIY awnings. Any variation not previously agreed to by the manufacturer will warrant any claim null and void. . **Covered for a period of 2 years.**

Cleaning/Handling

Polycarbonate sheets must be cleaned using a soft cloth and water only. Anything abrasive will scratch the sheet. Gently rub the marks and wipe. Do not use direct water pressure (ie hose) as this may break both the silicone seals and adhesive tapes. Never rest sheets against sharp objects as polycarbonate is a soft material that will dint easily. Never leave sheets with protective plastic still on the sheets in direct sunlight as the film will stick .No chemical cleaners can be used on polycarbonate. No warranty.

Claims and Notifications

Every warranty claim must be notified in writing to the manufacturer within the warranty period and immediately after occurrence of decreased or breakage, enclosing the original sales receipt and this warranty. The claimant must allow the manufacturer to inspect any or all of the sheets involved and the installation site itself while the sheets are still in their original position and have not been removed or altered in any way/or return the sheets to the manufacturer for testing. The manufacturer reserves the right to investigate independently the cause of any failure.

Compensation

If a claim under this limited warranty is justified, the manufacturer will provided the purchaser with free substitute product. No liability will occur if replacement sheets do not match existing sheets in terms of colour due to the change of batch supply. Proof of purchase must be supplied prior to compensation.

Under no circumstances will Carbolite Pty Ltd be held responsible for re-installation costs to amend faulty material outside of the 2 year parts and labour period (factory labour only on fabricated awnings supplied by CARBOLITE Pty LTD). All efforts will be taken to ensure faulty material remains in the factory under our quality control systems.

Awning Componentry

Aluminium Extrusions

CARBOLITE warrants performance of its aluminium extrusions and colouring for a period of 2 years from corrosion or oxidation. This includes failure of the powder coat to adhere to any materials supplied by CARBOLITE Pty Ltd. No allowance for extrusions within 500m of salt water reservoirs, seas or oceans. Warranty is null and void should materials be open cut and not protected by way of cutting, screwing or bolting. . **Covered for a period of 2 years.**

Componentry

CARBOLITE warrants the performance of its componentry for a period of 2 years. Componentry includes all aluminium extrusions, arm/wall brackets, rubber gaskets and end caps. All componentry must have been supplied by CARBOLITE Pty Ltd and installed to manufacturer's specifications. . **Covered for a period of 2 years.**

Freight

Any damaged material resulting from freight organised by manufacturer will be replaced F.I.S. No allowances will be made for any labour charges to make good.

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This limited warranty shall be the sole warranty for the product. Any other claims for damage or loss either direct or consequential, whatever the cause thereof are expressly excluded from the warranty. This warranty is in lieu of all other warranties written or oral, statutory expressed or implied including any warranty of merchantability or fitness or a particular purpose. The warranty is non-transferable.